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ABSTRACT

This report examines registration outcomes at the City College of San Francisco (CCSF) by semester and by courses, and posits the long term consequence of an inability to register. Findings from the Office of Research show that at CCSF, between 4,000 and 7,000 students (unduplicated) were unable to enroll in at least one course of their choice in a given semester during the six semester period from spring 1998 through fall 1999. This represents from 18% to 33% of students registering for courses. These students received closed section messages during their attempts to register in one or more sections of the same course. Computer Information Systems (CIS), English, and Math programs were most heavily impacted. While the fall and spring semesters generally turn away a higher number of students, the summer semesters frequently have a higher percentage of impaction. In spring 1998, 5,574 students were unable to enroll in one or more courses. Over the following four semesters, 28% of the spring 1998 cohort (n=5,574) tried to register and were successful in registering for that same course. Students who are unable to enroll, are not successful in their initial courses, or do not receive matriculation services are less likely to continue within a discipline or at CCSF. (JA)

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City College of San Francisco

Office of Research, Planning and Grants

Registration Outcomes

Spring 1998 through Fall 1999

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February 8, 2000

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Most students are able to access many of their chosen programs and courses at CCSF without difficulty, but some are unable to obtain access to certain subject areas and specific courses. Findings from the Office of Research show that, at CCSF, between 4,000 and 7,000 students (unduplicated) were unable to enroll in at least one course(s) of their choice in a given semester during the six semester period from Spring 1998 through Fall 1999 (Table 1). This represents anywhere from 18 percent to 33 percent of students registering for courses. These students received closed section messages during their attempts to register in one or more sections of the same course. (All further references to "unable to enroll" indicate that students received "closed section" messages as a final outcome when attempting to register in a course. Note this does not include 'walk-in' students but only students that received a Banner registration outcome.)

Three programs were most heavily impacted: CIS, English and Math. (Note, English refers to the subject area ENGL only, not the entire department.) Table One presents figures for these subject areas and the college as a whole, by semester. It shows the number of students unable to get access to at least one specific course within a subject area, and their percentage of the total number of students attempting to enroll in that subject area (including all registration outcomes as listed under study methodology).

Table 1
Number and Percent of Students Unable to Enroll*
In Three Impacted Subject Areas and Overall at CCSF
Spring 1998 - Fall 1999

	CIS		English		Math		Total CCSF	
	#	%	#	%	#	%	#	%
Fall 99	1,831	30.6%	1,031	13.9%	1,291	17.6%	5,843	17.7%
Fall 98	1,708	30.3%	1,197	16.0%	1,353	19.0%	6,326	19.7%
Spring 99	**1,894**	**31.5%**	**1,020**	**13.8%**	**1,127**	**16.0%**	**6,829**	**20.1%**
Spring 98	**1,434**	**26.1%**	**1,070**	**15.0%**	**1,143**	**16.8%**	**5,574**	**17.2%**
Summer 99	1,193	48.5%	1,104	51.6%	566	22.0%	4,805	31.9%
Summer 98	985	45.4%	1,172	54.7%	488	20.6%	4,305	33.6%

*These figures represent the numbers and percents of students within a discipline who were unable to enroll in at least one course within that discipline. The right hand column (Total CCSF) provides total numbers and percents for all (unduplicated) students who were unable to enroll in at least one course at City College.

Table One indicates that while the Fall and Spring semesters generally turn away a higher number of students, the Summer semesters frequently have a higher percentage of impaction.

When registration outcomes were examined by courses within these three subject areas, four heavily impacted courses were evident. Table Two provides data on the number of students unable to enroll in these four courses over the six-semester period of study due to sections being closed.

Table 2
Number and Percent of Students Unable to Enroll
In Four Most Impacted Courses
Spring 1998 - Fall 1999

	Engl 94		Math 840		CIS 110A		CIS 131	
	#	%	#	%	#	%	#	%
Fall 99	614	32.8%	386	24.5%	556	41.7%	272	48.1%
Fall 98	534	30.6%	429	28.2%	532	47.3%	267	55.4%
Spring 99	**456**	**26.1%**	**369**	**25.0%**	**616**	**49.8%**	**296**	**54.1%**
Spring 98	**493**	**30.4%**	**398**	**27.4%**	**394**	**41.8%**	**213**	**48.9%**
Summer 99	484	67.9%	23	5.1%	253	67.1%	100	65.8%
Summer 98	452	65.0%	37	8.1%	-		108	70.6%

The picture varies by program:

- • Many programs do not close any classes to students.
- • Other programs regularly close many classes (CIS, English, Math, and Speech).
- • Closure of classes is widespread in CIS.
- • In English and Math, degree applicable courses are regularly closed including English 94 (and to a lesser extent, English 96) and Math 840 (and to a lesser extent Math 860).

The Long Term Consequence of an Inability to Register

We also examined the long-term impact upon students' ability to register for the courses of their choice. In Spring 1998, 5,574 students were unable to enroll in one or more courses. Two-thirds of these students who received closed course outcomes did not attempt to enroll in a similar course again. Of the ones who tried enrollment in the same course

in a later semester, 83 percent were able to register. Thus over the following four semesters, 28% of the Spring 1998 cohort (n=5,574) tried to register and were successful in registering for that same course. Examining the Fall 1998 cohort produced similar results.

As was found in prior studies of the student populations at CCSF, beginnings are important. Students who are unable to enroll, or are not successful in their initial courses or do not receive matriculation services are less likely to continue within a discipline or at CCSF.

Study Methodology

The Office of Research examined the Banner-generated messages to students who attempted to register in CCSF credit courses. Students may receive a number of Banner messages when they attempt to register for a

course. These include,

- Closed course
- • Time conflict
- • Co/Pre-requisite required
- • Course open for registration
- • Duplicate registration
- • Repeated course

Banner saves these messages along with the identification number of the student who receives the message, the CRN of the course the student has attempted to register in and the time the message is generated. Using the message data, the student identification numbers, and the course CRN the Office of Research was able to construct a picture of how many students succeeded in registering or failed in their attempt to register for credit courses during the seven terms (including summer) from Spring 1998 through Spring 2000.

Since one student could receive multiple messages about a particular section or a particular course, the data had to be unduplicated for each student who attempted to register. For example, Banner recorded 19,334 CIS closed course messages during the seven semesters, but since some students had multiple messages of the same type, some over a number of semesters and for different courses within the same subject area, the actual number of unduplicated students who failed to gain access to a least one CIS course during this time period was 8,157 students.

More Data and Outcomes Available from Office of Research Web Page

To access additional information and data on registration outcomes for students in credit programs, courses, and sections at CCSF from Spring 1998 through Fall 1999,

- From the **City College Home Page,** click on the button for the **Research, Planning and Grants** page.

- • Click on the **Decision Support System (DSS)** button.
- • Choose a database to examine.

The DSS site contains comprehensive databases of courses, sections, student enrollments and Banner messages broken out by semester. The site can provide detailed information about registration in sections and courses or summary information about the college as a whole. The site also provides information on the number of students registered, the number unable to register due to a closed section message, and the number unable to register for other reasons.